Scope of Work for
Tri-Cities Wireless Workgroup

Phase I

Not all PSAPs of the Tri-Cities Wireless Workgroup require that all tasks be completed. A grid will be provided that indicates which PSAPs require what services for Phase I.

I.   Technology Assessment:

A. Analyze the functionality of the customer premise equipment (CPE) to support both the CAS and NCAS solution for wireless E-911 Phase I, and make recommendations for upgrades, if necessary.

B. Recommend appropriate number of wireless 911 trunks between the selective router and each PSAP. The PSAP manager will approve the quantity of wireless 911 trunks

C. Evaluate the robustness of each PSAP's voice logging system and make recommendations for expansion of channels or replacement of system.

II.   Planning and Implementation:

A. Tasks related to all Stakeholders

1.   Organize and facilitate an initial regional planning meeting between all stakeholders (PSAPs, LEC, WSPs, CPE providers, etc.). The meeting should address service delivery method (CAS/NCAS), default and alternate routing, redundancy/reliability, ALI formats, cell sector naming conventions, identification of key contacts for each stakeholder, testing and cutover procedures, trouble reporting procedures, emergency notification procedures, and a schedule.

2.   Manage and coordinate the implementation of the Phase I service with all of the stakeholders. The 911 project manager for the region will act as the liaison between the PSAP managers and all other stakeholders.

B. Tasks related to the 911 service provider (LEC)

1.   Make the initial contact with the LEC and determine the readiness of the 911 selective router and ALI database.

2.   Coordinate the ordering of the PSAP trunks and determine an implementation date.

C. Tasks related to the wireless service providers (WSPs)

1.   Draft and send the request letters for Phase I wireless service to each wireless service provider doing business in each PSAP's service area. Send copies of the requests to the 911 service provider and Wireless E-911 Services Board.

2.   Establish the review process, if necessary, for all service agreements or non disclosure agreements.

3.   Coordinate the receipt and approval of all cell sector addresses and routing information by using the maps and the cell site listings provided by all of the WSPs serving the regional PSAPs. This coordination will involve working with PSAPs outside of the region to establish the proper routing for each cell site serving the region.

D. Tasks related to the Wireless E-911 Services Board

1.   Draft a cost recovery funding request to the Wireless E-911 Services Board for each PSAP.

2,   Report the project status for each PSAP to the Wireless E-911 Services Board on a monthly basis in an approved format.

E. Tasks related to the PSAPs

1.   Oversee the installation of the wireless 911 trunks and CPE upgrades for each PSAP to ensure that all work is completed within the six months implementation window.

2.   Update each PSAP manager through a weekly e-mail on the status of phase I wireless implementation, alerting the PSAP manager to any known or anticipated problems that will delay the process, and as a result, coordinating any necessary schedule changes for the PSAP with the other affected stakeholders.

III.   Testing:

A. Develop and implement the training protocol on Phase I call processing for each PSAP.

B. Coordinate Phase I testing and cutover.

C. Assist PSAP in the preparation of true-up document.

Phase II

The PSAPs of the Tri-Cities Wireless Workgroup have not completed any advance planning for Phase II wireless. All tasks listed will need to be completed for each PSAP.

I.   Technology Assessment:

A. Assess each PSAPs readiness for Phase II and recommend upgrades as necessary. The standard of readiness will be determined by the FCC order, in addition to the practical assessment of how each PSAP will utilize longitude and latitude to locate a caller.

II.   Planning and Implementation:

A. Tasks related to all Stakeholders

1.   Manage and coordinate the implementation of the Phase II service with all of the stakeholders. The 911 project manager for the region will act as the liaison between the PSAP managers and all other stakeholders.

B. Tasks related to the 911 service provider (LEC)

1.   Make the initial contact with the LEC and determine the readiness of the 911 selective router and ALI database.

2.   Confirm the new ALI format based on the PSAP manager's recommendations and coordinate implementation with all affected systems (CAD, CPE, etc.)

3.   Determine if coordinate based routing is available and coordinate approval of routing information.

C. Tasks related to the wireless service providers (WSPs)

1.   Draft and send the request letters for Phase II wireless service to each wireless service provider doing business in each PSAP's service area. Send copies of the requests to the 911 service provider and Wireless E-911 Services Board.

2.   Establish the review process, if necessary, for all service agreements or non disclosure agreements.

3.   Identify the Phase II technology solution (TDOA, EOTD, AGPS, etc.) for each WSP and any technical issues that must be addressed with each WSP in order to implement Phase II service.

D. Tasks related to the Wireless E-911 Services Board

1.   Draft a cost recovery funding request to the Wireless E-911 Services Board for each PSAP.

2.   Report the project status for each PSAP to the Wireless E-911 Services Board on a monthly basis in an approved format.

E. Tasks related to the PSAPs

1.   Oversee the installation of the upgrades needed in each PSAP to ensure that all work is completed within the six months implementation window.

2.   Update each PSAP manager through a weekly e-mail on the status of phase II wireless implementation, alerting the PSAP manager to any known or anticipated problems that will delay the process, and as a result, coordinating any necessary schedule changes for the PSAP with the other affected stakeholders.

III.   Testing:

A. Develop and implement the training protocol on Phase II call processing for each PSAP.

B. Coordinate Phase II testing and cutover.

C. Assist PSAP in the preparation of true-up document.

D.Spears-Dean
5/31/02

Phase I Implementation Status

	Charles City	Colonial Heights	Hopewell	New Kent	Petersburg	Prince George
Technology Assessment:						
CPE (IA)	Yes	Yes	Yes	No	Yes	Yes
Wireless trunks (IB)	Yes	Yes	Yes	Yes	Yes	Yes
Voice logging system (IC)	Yes	Yes	Yes	No	Yes	Yes

Planning and Implementation:						
Stakeholders meeting (IIA1)	No	No	Yes	No	No	No
Contact LEC (IIB1)	No	Yes	Yes	Yes	Yes	Yes
Order trunks (IIB2)	Yes	Yes	Yes	Yes	Yes	Yes
Service letters (IIC1)	Yes	Yes	Yes	Yes	Yes	Yes
Service agreements (IIC2)	Yes	No	Yes	Yes	Yes	No
Cell sector address/routing info (IIC3)	No	Some	Yes	Some	No	Some
Cost recovery request (IID1)	Yes	Yes	Yes	Yes	Yes	Yes
Installation of wireless trunks (IIE1)	No	Yes	Yes	No	No	No

Testing:						
Phase I training (IIIA)	No	No	Yes	No	No	No
Phase I testing/cutlover (IIIB)	No	No	One Carrier	No	No	No
True-up document (IIIC)	No	No	No	No	No	No

Please note: The numbers and letters after each item refer to the Phase I task.

Planning Document
E-911 Project Management
(Phase I and Phase II Wireless)

The Tri-Cities Wireless Workgroup is seeking a regional approach to E-911 Project Management for a consolidated and coordinated approach to implementing phase I and phase II wireless. The participating public safety agencies in this workgroup represent the following jurisdictions:

Charles City   New Kent
Colonial Heights   Petersburg
Hopewell   Prince George

Currently, each agency is at a different point in its implementation cycle for wireless 911. However, the workgroup has collectively established some strategic goals to be achieved through 911 project management. These goals provide the developmental basis for this region's scope of work.

Strategic Goals:

1.   To take advantage of the economies of scale available through a regional enterprise approach and achieve cost effective system growth with minimal impact on legacy systems.

2.   To develop open, scalable, and reliable architecture that will enable modification and configuration potential regardless of vendor.

3.   To design systems, networks, and infrastructure that will facilitate data sharing and data standardization to establish interoperability.

4.   To utilize the data and financial resources available through the State's program of wireless cost recovery in order to leverage other technology projects planned or ongoing in each of the participating jurisdictions.

5.   To work in concert with the other jurisdictions assigned by the Department of Technology Planning to geographical area "1" when doing so supports the strategic goals established by the Tri-Cities Wireless Workgroup.